

Job Title:	Benefits Administrator
Job Description Number:	2201
Department/Division:	Human Resources
Exemption Status:	Exempt
Pay Grade:	108
Immediate Supervisor:	Director of Human Resources
Normal Work Schedule:	Mon-Fri, 8 hours/day

Brief Description of the Job:

Provide daily operation and administration of all the City benefit plans. Coordinate and conduct employee benefit enrollment and annual online benefit enrollment sessions. Counsel and assist employees, retirees (pre & post 65) and their dependents by answering benefit-related questions, resolving claims, and completing forms/applications. Make contact with employees to facilitate benefit administration, healthcare providers, insurances carriers, banks, Medicare, etc. Remain current with changes in benefit administration and communicates changes/updates to employees. Ensure the accuracy of and maintenance of all employee benefit files. Communicate verbally and in writing with various agencies, providers, employers, etc. Oversee the accurate and timely processing of the City's benefit programs. Reconciles and makes payments to providers. Ensure that Health Insurance Portability and Accountability Act (HIPAA) privacy policies are followed. Coordinate and process with employees various employee leave programs, including General Leave Bank, FMLA, STD, LTD, and Military Leave. Administer the enforcement of COBRA requirements. Coordinate City's annual Service Awards breakfast and luncheon and Retirees' reception/program. Support wellness initiatives sponsored by the Health Clinic. Respond to external agency benefits survey requests.

Essential Functions:

Administers City Benefit Plans for All Employees and Retirees (40%): Administer and coordinate all employee benefits including, but not limited to, health, dental, and life insurance programs, disability, general leave bank, medical and dependent daycare spending accounts, retirement plans, and cancer plans. Coordinate City's Annual Service Awards breakfast and luncheon and Retirees' reception/program. Assume responsibility for all benefits processing and recordkeeping. Implement and process daily changes in employee benefits elections and ensure that the payroll deduction changes are recorded and forwarded to the payroll department. Record and enter all insurance coverage changes and provide information to the HR Generalist for verification in the payroll and online benefit systems. Ensure all benefit information in the payroll system is current and accurate. Account for new hires and terminations, and assist with retro adjustments for premium notices and any retro adjustments for benefit calculations. Implement changes in employee benefit election and ensure that deduction amounts are changed by recording changes on pre-printed forms and entering into HTE. Complete and enter one-time batches and forward to payroll as necessary. Maintain a future file for benefit change elections that are to occur later (e.g. Long Term Disability election). Collaborate with Payroll, Revenue and other departments to ensure billing and payroll deductions are accurate. Maintain the online benefits software by setting up accounts for new hires, updating employee salary changes as they occur, ensuring benefit premiums/rates are calculated accurately, inactivating benefits for separated or retired employees, verifying/approving changes made by employees, and running reports

to verify and/or approve benefit changes made by employees and retirees. Coordinate and schedule Disability Committee meetings with Human Resources Director, Health Clinic Administrator, and Risk Manager, when necessary.

Track and monitor retirees' benefit changes (retirement, Medicare supplement, etc.). Process employee and retiree insurance cancellations with carriers via online system and by application/form, if necessary. Send updated spreadsheet with terminations to flexible spending administrator. Contact Revenue Division of retiree insurance cancellations to assist with monthly billing. Ensure that Health Insurance Portability and Accountability Act (HIPAA) privacy policies are followed. As appropriate with the Health Clinic, Payroll, and Compensation Manager coordinates and processes with employees various employee leave programs, including General Leave Bank, FMLA, STD, LTD, and Military Leave. Calculates and coordinates premium payment options with employees. Work with Payroll to manage General Leave Donation requests.

Addresses Employee Benefit Inquiries and Concerns (20%): Establish trusting and cooperative relationships due to the confidential nature of information. Meet, advise, and counsel with current employees, retirees, dependents, or other individuals regarding insurance plans, forms, costs, procedures, changes, updates, or other issues regarding their benefits. Advocate for employees in dealing with providers. Maintain utmost confidentiality in dealing with employee records and business information. Answer employee calls and walk-ins in a responsive and professional and timely manner by thoroughly researching and investigating the issues and reporting back the findings to the employee. Maintain extensive contact with City employees in relation to their benefits and the processing of these benefits. Investigate employee benefit claims complaints and recommends corrective action as necessary to resolve complaints. Report any critical issues and trends to the HR Director in a timely manner. Type verification of benefits letters. Receive and make phone calls to outside agencies such as DSS, Social Security, Department of Health and Human Services, and Child Support Services on behalf of the employee and/or dependents.

Receives, Reviews, Verifies, and Pays all Monthly Invoices (20%): Perform reconciliation and balancing on the billings for group health, life insurances, flexible spending, cancer insurance, and other form of billing that may fall within the scope of insurance/benefits. Generate various payroll reports to verify premiums collected to ensure accurate payments and compliance with City policy. Receive, review, verify, and pay all claims billings from providers by checking for and correcting discrepancies, annotating the monthly invoice with corrections, and preparing a field purchase order for check processing. Research discrepancies by pulling files, checking payroll and online systems, and calling insurance carriers and employees. Process weekly fund request for flexible spending accounts. Maintains and updates "Change in Status" spreadsheet and send to Flexible Spending Administrators. Maintain, update, and send weekly report on flexible spending accounts balance to City Comptroller. Mail monthly payments to AFLAC and Universal Life.

Conduct Bi-weekly Benefits Enrollment Sessions and Annual Online Open Enrollment (10%): Organize and conduct bi-weekly benefits enrollment for new hires and annual online enrollment sessions with all City departments. Track progress and update HR and payroll files. Support the development of benefit plan communications to assist employees with making decisions about their benefits, ensuring all benefit plan documents, summary plan descriptions, booklets, and information brochures are current and ready for dissemination prior to benefit enrollment sessions. Develop enrollment schedule and distribute/mail materials to employees and retirees. Maintain and update

premium calculation spreadsheets for all group insurance policies, indicating the bi-weekly premiums for employee and City for each plan, as well as COBRA plan rates. Provide employees and retirees with timely and accurate information regarding benefits programs and related changes. Maintain and update online benefits eligibility and enrollment system by entering, verifying, and approving changes made in the system. Coordinate with online enrollment provider to ensure that changes and rates are updated in their system. Coordinate with assigned marketing representatives for each carrier to ensure that plan designs and new regulations are set up correctly. Verify and approve all benefits elected and entered online by employees. Mail and/or fax applicable forms to appropriate insurance carriers. In cooperation with other HR staff, processes new employees and works with payroll to ensure all necessary benefit paperwork is properly and accurately processed.

Administer COBRA Regulations (5%): Monitor and coordinate City COBRA compliance process, including correspondence to new employees, separating/terminating employees, and employees who have had a COBRA qualifying event notifying them of their COBRA rights and options. Prepare COBRA notices and mails to employee and dependents, if applicable. Track payment of COBRA premiums and monitors ongoing eligibility and payment. Issue notification letter to employee whose dependent(s) must report their eligibility or require COBRA dependent coverage. Maintain all active employee and COBRA enrollment records for the group health plan. Provide Revenue with monthly billing report for COBRA participants. Prepare appropriate paperwork and key changes into the payroll system. Coordinate and schedule disability committee meetings, when necessary.

Benefits Surveys (5%): Work with HR Director to develop annual materials for entry into the annual custom salary and benefits survey. Completes benefits section of surveys received from other cities, counties, and 3rd party vendors by requested date.

Other duties and responsibilities as assigned.

Physical Demands

Overall Strength Demands: Light strength demands include exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly and/or walking or standing to a significant degree.

Physical Demands: Continuously requires fine dexterity, sitting, handling, using vision and hearing, twisting, and talking. Frequently requires standing, walking, and reaching. Occasionally requires lifting, carrying, kneeling, pushing/pulling, climbing, foot controls, balancing, bending, and crouching.

Machines, Tools, Equipment, and Work Aids: Telephone, fax machine, scanner, printer, calculator, copier, folding machine, micro film reader, recorders, type writer, paper cutter, shredder, digital camera, personal automobile.

Computer Equipment and Software: PC, laptop, projector, recorders, digital cameras. Software: Excel, PowerPoint, Word, MS Outlook, PDF, AS/400 HTE, Executime, and internet. Must learn to utilize AS/400 (mainframe) and COGNOS-Impromptu, etc.

Working Conditions:

Overall Working Conditions: Good: Relatively free from unpleasant environmental conditions or hazards.

Environmental Conditions: Good: relatively free from unpleasant environmental conditions or hazards.

Health and Safety: None.

Primary Work Location: Office Environment.

Protective Equipment Required: None.

Non-Physical Demands

Frequently requires time pressure, emergency situations, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team. Occasionally requires tedious or exacting work. Rarely requires noisy or distracting environment.

Job Requirements

Formal Education: Two year Associate's degree or equivalent in Human Resources Management, Business, Organizational Psychology, or equivalent, from a college, technical, business, vocational, or correspondence school is required. Bachelor's degree preferred.

Experience: Over four years of experience in benefit administration is required.

Driver's License Required: Regular Class D South Carolina Driver's license.

Certifications and Other Requirements: CEBS, CBP or other HR/Benefits certification preferred.

Job Demands

Reading: Intermediate Level: Ability to read papers, periodicals, journals, manuals, policies, dictionaries, thesauruses, and encyclopedias. Must be able to read contracts, reports, court-orders, death certificates, subpoenas, explanation of benefits, city policies, and summary plan descriptions.

Math: Intermediate Level: Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement.

Writing: Intermediate Level: Ability to write reports, prepare business letters, summaries, meeting minutes, and emails using proper format, punctuation, spelling, and grammar, using all parts of speech.

Human Collaboration Skills: Decisions regarding interpretation of existing policies may be made. Contacts may involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. High impact on the organization. External contacts include health care providers, SC Retirement System, Deferred Comp, banks, benefits providers wishing to sell services to City, and benefit consultants. Internal contacts include Legal, Revenue, Payroll/Finance, and MIS departments.

Management and Supervision: Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Technical Skill: Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization. Standard application: Work product primarily affects unit processes.

Fiscal Responsibility: Position does research for budget forms and requests, prepares draft documents, and oversees non-discretionary expenditures for a specific program, grant, or project.

Freedom to Act and Impact of Action

Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically. Significant impact of action: Considerable benefits or costs in time, money, or public/employee relations.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.